

# kitchen collection

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Instructions for use and warranty details

**Built In Refrigerator**

Model No.: CRZ25511

 **kLEENmaid**

Dear Customer,

Thank you and congratulations for choosing Kleenmaid.

Your new appliance has been designed and meticulously tested to ensure that it meets all your culinary requirements, and has been carefully manufactured using top quality materials to give you years of reliable performance.

For best results, carefully read the instructions on how your new appliance is to be installed. Correct installation will avoid delays and unnecessary service call costs.

Once installation is complete, please read this instruction manual carefully and get to know the controls and the features of your new Kleenmaid appliance. These simple instructions will enable you to achieve excellent results from the very first time you use it.

Again, congratulations and thank you for choosing The Best You Can Own.

KLEENMAID

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### 7 Kleenmaid warranty

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Please keep these instructions in a safe place and read them before installing or using this appliance. Ensure that they are passed on to any future owner. The current online version of the User Manual is available on the Kleenmaid website (see back cover for details).

## 1 Safety warnings

### 1.1 Warning



**Warning**: risk of fire / flammable materials

#### RECOMMENDATIONS:

This appliance is intended to be used in household and similar applications such as

- staff kitchen areas in shops, offices and other working environments;
- farm houses and by clients in hotels, motels and other residential type environments;
- bed and breakfast type environments;
- catering and similar non-retail applications.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

The appliance should be unplugged after use and before carrying out user maintenance on the appliance.

**WARNING**: Risk of fire / flammable materials.

**WARNING** : Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

**WARNING** : Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

**WARNING** : Do not damage the refrigerant circuit.

**WARNING** : Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

**WARNING** : Please dispose of the refrigerator according to local regulations for appliances using refrigerant. Refrigerant and cyclopentane foaming materials used for the refrigerator are flammable. It should be kept away from any fire source and be recovered by a special recovery company to prevent damage to the environment or any other harm. Contact your local community waste collection / recycling centre for advice.

**DANGER**: Risk of child entrapment. Before you throw away your old refrigerator or freezer

–Take off the doors




–Leave the shelves in place so that children may not easily climb inside

The refrigerator must be disconnected from the source of electrical supply before attempting the installation of an accessory.

Do not use extension cords or ungrounded two prong adapters.

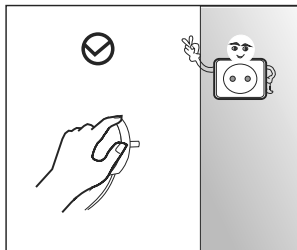
Before making preparations for or commencing installation, the installer should refer to the current online version of the User Manual, which is available on the Kleenmaid website (see back cover for details).

## 1.2 Meaning of safety warning symbols

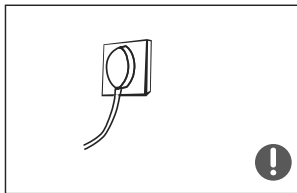
	This is a prohibition symbol. Any incoherence with instructions marked with this symbol may result in damage to the product or endanger the personal safety of the user.
	This is a warning symbol. It is required to operate in strict observance of instructions marked with this symbol; or otherwise damage to the product or personal injury may be caused.
	This is a cautioning symbol. Instructions marked with this symbol require special caution. Insufficient caution may result in slight or moderate injury, or damage to the product.

This manual contains lots of important safety information which should be observed by the users.

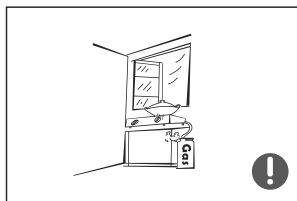
## 1.3 Electricity related warnings



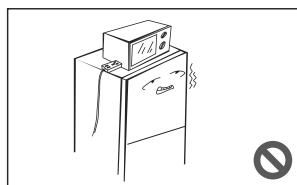
- Do not pull the power cord when pulling the power plug of the refrigerator. Please firmly grasp the plug and pull out it from the socket directly.
- To ensure safe use, do not damage the power cord or use the power cord when it is damaged or worn.



- Please use a dedicated power socket. The power socket should not be shared with other electrical appliances. The power plug should be in firm contact with the socket or else it may cause a fire.
- Please ensure that the grounding electrode of the power socket is equipped with a reliable grounding line.



- In case of leakage of gas, including flammable gas, please turn off the valve to prevent further leakage and then open the doors and windows to ventilate the area. Do not unplug the refrigerator and other electrical appliances as a spark may cause a fire.



- Do not use electrical appliances on the top of the appliance, unless they are of the type recommended by the manufacturer.



WARNING: IT MUST BE ENSURED THAT THIS APPLIANCE IS CONNECTED ONLY TO A 230VAC +10%/-6% 50Hz MAINS POWER SUPPLY WHICH CONTINUOUSLY COMPLIES WITH THE RELEVANT AUSTRALIAN STANDARD. FAILURE TO DO SO MAY SERIOUSLY DAMAGE THE APPLIANCE AND ANY SUCH DAMAGE IS NOT COVERED BY THE MANUFACTURER'S WARRANTY.



## 1.4 Refrigerant related warnings



► This appliance contains the coolant Isobutane (R600a), a natural gas which is environmentally friendly. Although it is flammable, it does not damage the ozone layer and does not increase the greenhouse effect. The use of this coolant has, however, led to a slight increase in the noise level of the appliance. In addition to the noise of the compressor, you might be able to hear the coolant flowing around the system. This is unavoidable, and does not have any adverse effect on the performance of the appliance.

Care must be taken during the transportation and installation of the appliance that no parts of the cooling system are damaged.

It is hazardous for anyone other than an Authorised Service Person to service this appliance. In Queensland - the authorised Service Person MUST hold a Gas Work Authorisation for hydrocarbon refrigerants to carry out servicing or repairs where the gas system is being opened or charged.

Splashes of coolant can injure the eyes.

In the event of any damage:

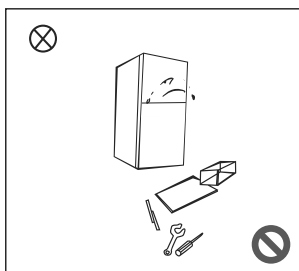
- avoid any open flames or anything which creates a spark
- disconnect the appliance from the electricity supply
- ventilate the room where the appliance is located for several minutes
- contact our support service or a qualified technician

► The more coolant there is in an appliance, the larger the room it should be installed in. In the event of a leakage, if the appliance is in a small room, there is the danger of combustible gases building up. For every 8 g of coolant at least 1 m<sup>3</sup> of room space is required. The amount of coolant in the appliance is stated on the rating plate.

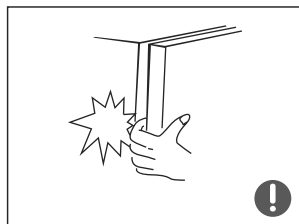
► To avoid the risk of damage to the appliance, make sure that the connection data (fuse rating, frequency and voltage) on the rating plate corresponds to the household supply.

Check that this is the case before connecting the appliance. Consult a qualified electrician if in any doubt.

## 1.5 Warnings for use



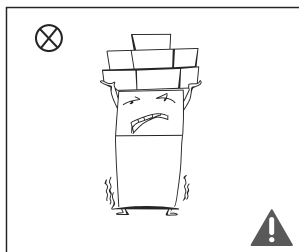
- Do not arbitrarily disassemble or reconstruct the refrigerator, nor damage the refrigerant circuit. Maintenance of the appliance must be conducted by a suitably qualified specialist.
- A damaged power cord must be replaced by the manufacturer, its maintenance department or related professionals, in order to avoid danger.



- The gaps between refrigerator doors and between doors and refrigerator body are small. Do not put hands in these areas to avoid injury to fingers. Close the refrigerator door gently to avoid falling articles.

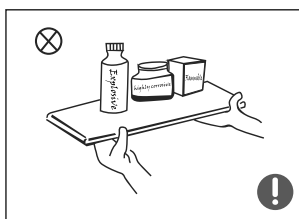


- Do not allow any child to get into or climb the refrigerator to prevent suffocation or a falling injury to the child.
- If doors or lids are fitted with locks and keys, the keys should be kept out of the reach of children and not in the vicinity of the refrigerator, in order to prevent children from being locked inside.

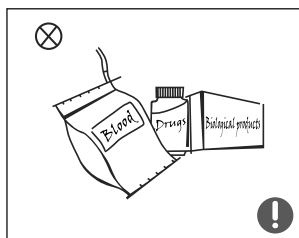


- Do not place heavy objects on the top of the refrigerator as objects may fall when the door is opened or closed and accidental injuries may occur.
- Please pull out the plug in case of power failure or when cleaning. Wait 5 minutes before re-connecting the freezer to the power supply to prevent damage to the compressor due to successive starts.

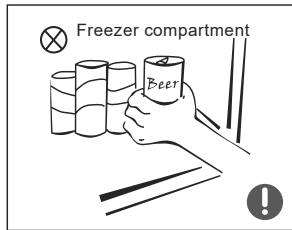
## 1.6 Warnings for placement



- Do not put flammable, explosive, volatile or highly corrosive items in the refrigerator in order to prevent damage to the appliance or accidental fires.
- Do not place flammable items near the refrigerator to avoid fires.



- The refrigerator is intended for household use, such as storage of foods. It should not be used for other purposes, such as storage of blood, drugs or biological products, etc.



- Do not store beer, beverage or other fluid contained in bottles or enclosed containers in the freezer compartment of the refrigerator; otherwise the bottles or enclosed containers may crack and cause damage due to freezing.

## 1.7 Warnings for storage

- 1) Refrigerating appliances might not operate consistently (possibility of defrosting of contents or temperature becoming too warm in the frozen food compartment) when sited for an extended period of time below the cold end of the range of temperatures for which the refrigerating appliance is designed.
- 2) Effervescent drinks should not be stored in food freezer compartments or cabinets or in low-temperature compartments or cabinets. Products such as water ices should not be consumed too cold.
- 3) Do not exceed the storage time(s) recommended by the food manufacturers for any kind of food, and particularly for commercially quick-frozen food, in food-freezer and frozen-food storage compartments or cabinets.
- 4) Take necessary precautions to prevent an undue rise in the temperature of frozen food while defrosting the refrigerating appliance, such as wrapping the frozen food in several layers of newspaper.
- 5) A rise in temperature of frozen food during manual defrosting, maintenance or cleaning could shorten the storage life of the food.

## 1.8 Warnings for disposal

Please dispose of the refrigerator according to local regulations for appliances using refrigerant. Refrigerant and cyclopentane foaming materials used for the refrigerator are flammable. It should be kept away from any fire source and be recovered by a special recovery company to prevent damage to the environment or any other harm. Contact your local community waste collection / recycling centre for advice.

When the refrigerator is to be disposed of, disassemble the doors, and remove gasket of door and shelves. Put the doors and shelves in a safe place, so as to prevent trapping of any child.



### Correct Disposal of this product:

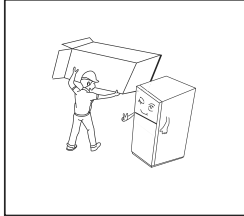
This marking indicates that this product should not be disposed of with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.



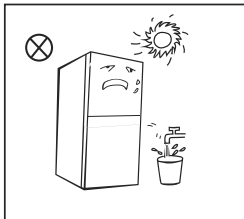
## 2 Proper use of refrigerators

NOTE: Before making preparations for or commencing installation, the installer should refer to the current online version of the User Manual, which is available on the Kleenmaid website (see back cover for details).

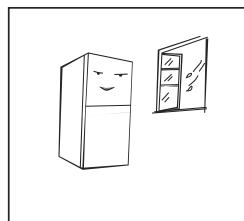
### 2.1 Placement



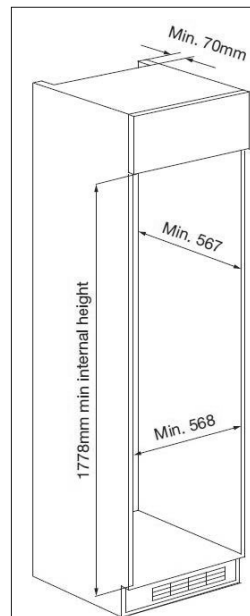
- Before use, remove all packing materials, including bottom cushions, foam pads and tapes inside the refrigerator; tear off the protective film on the doors and the refrigerator body.



- Keep away from heat and avoid direct sunlight. Do not place the appliance in moist or watery places to prevent rust or reduction of insulating effect.
- Do not spray or wash the refrigerator. Do not use the refrigerator in a damp or wet environment so as not to affect the electrical insulation properties of the refrigerator or cause a short circuit.



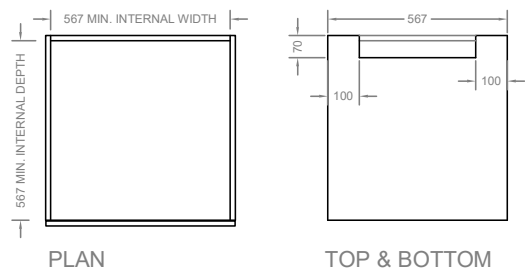
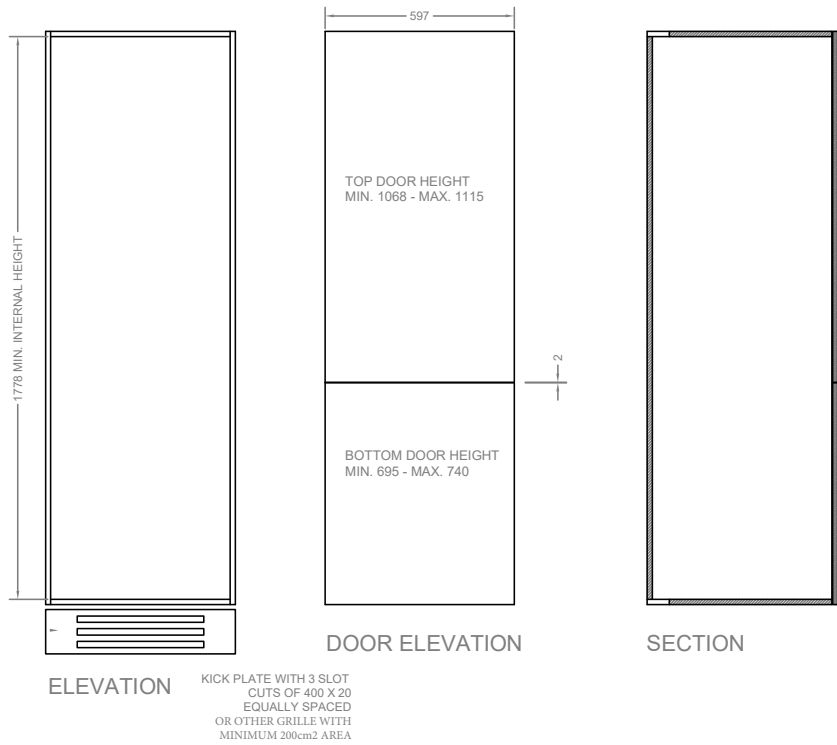
- The refrigerator should be placed in a well-ventilated indoor place, on a stable, level floor.



- Cabinet dimensions, please refer to 2.2 "INSTALLATION GUIDE - Cabinetry & Cutouts" on page 10.

- ❗ **Precautions before installation:**  
Information in the User Manual is only for reference.  
Before installation and adjusting of accessories, it should be ensured that the refrigerator is disconnected from power.

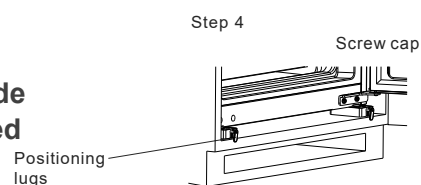
2.2 Installation Guide - Cabinetry and cutouts



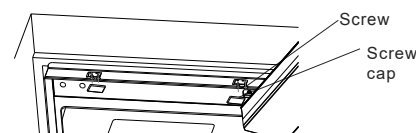
## 2.3 Installation Guide - Instructions

1. Assemble and install the cabinet.
2. Attach the doors to the cabinet and adjust.
3. Insert the refrigerator hard up against the cabinet end opposite to the side where the hinges are attached.

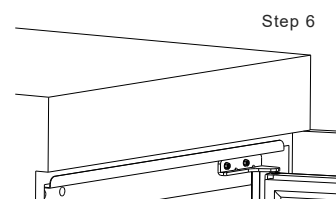
4. Pull out the positioning lugs at the refrigerator bottom and slide refrigerator back into the cabinet until the front of the extended lugs are hard up against the edge of the carcass ( 13mm from edge to the front of the fridge).



5. Fix the refrigerator feet to the base of carcass with screws.



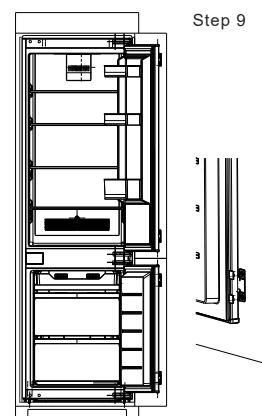
6. Attach the top bracket of the refrigerator to the underside of the top shelf.



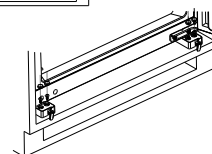
7. Fit the slides to the front of the refrigerator door.

8. Open the cabinet door to maximum opening position.

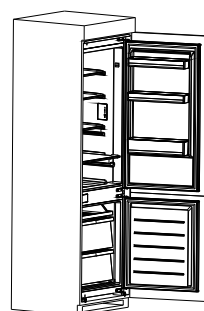
9. Open the refrigerator door to meet the back of the cabinet door with the refrigerator door slide bracket moved out to the end of the slide exposing the bracket screw holes towards the outside of the refrigerator door.



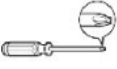

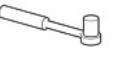

10. Screw the slide bracket to the back of the cabinet door using appropriate screws (max 12mm length M8 self tapper). Fix one screw per bracket top and bottom to start and check door alignment when closed. If all good reopen the door slowly and fit the second screw per bracket.



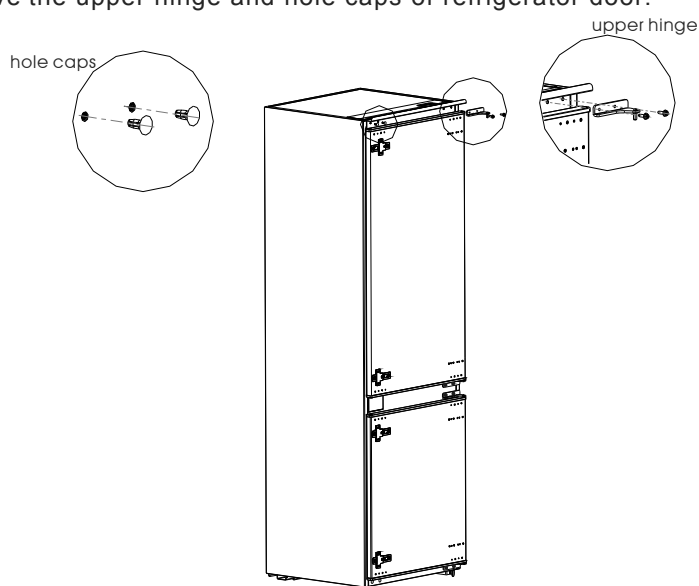
11. Repeat steps 7-10 for the second refrigerator door.



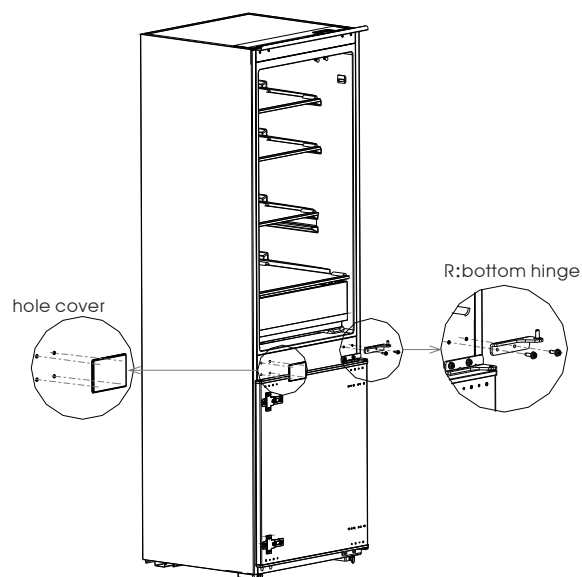
## 2.4 Installation Guide - Right-left hinge reversal

List of tools to be provided by the user			
	Phillips head screwdriver		Putty knife & small flat-blade screwdriver
	5/16" or 8mm socket and ratchet		Masking tape

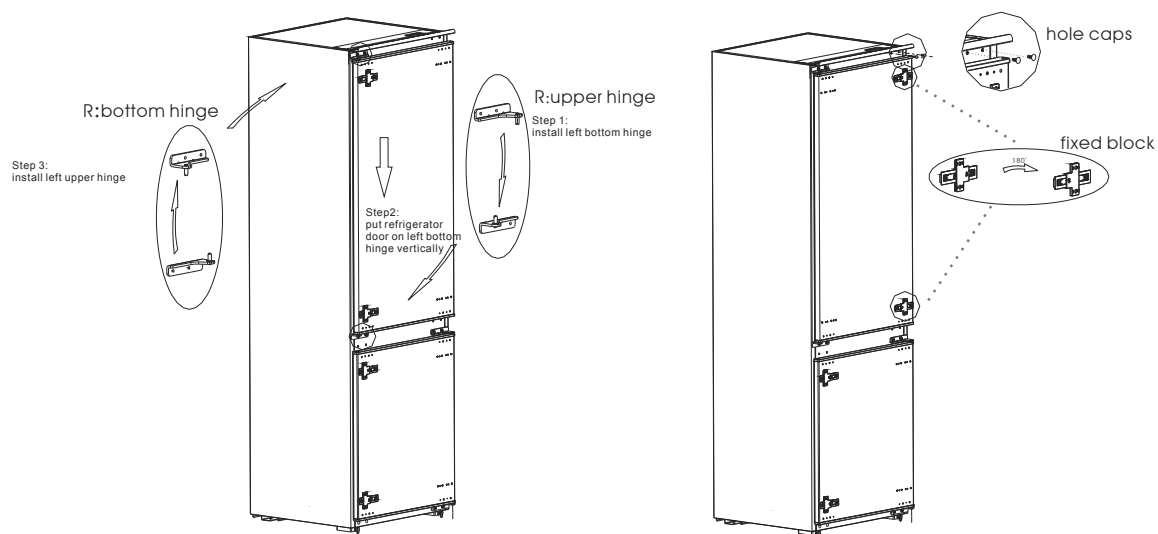
- 1) Power off the refrigerator, and remove all objects from the door trays.
- 2) Remove the upper hinge and hole caps of refrigerator door.



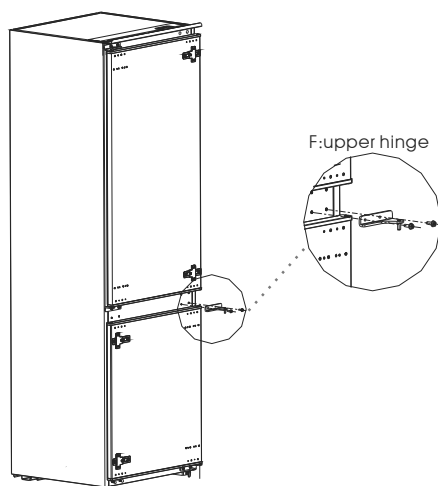
- 3) Remove the refrigerator door, the bottom hinge and the hole cover.



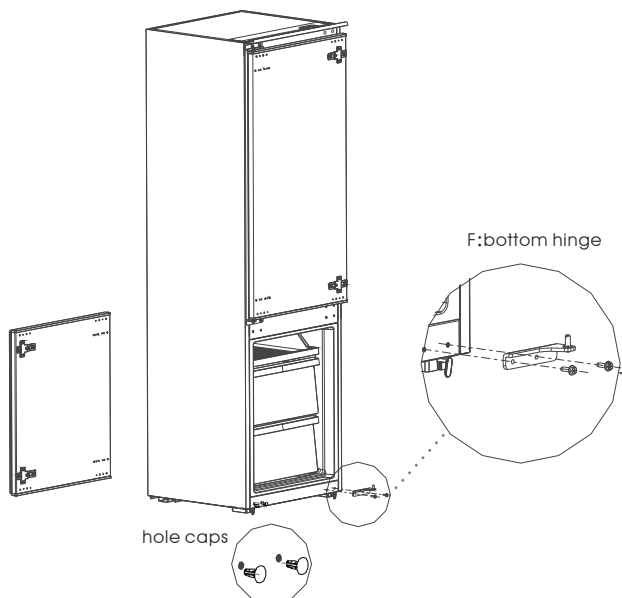
- 4) Exchange the R:bottom hinge and R:upper hinge, then install them according to below steps, and install the top hole caps.
- 5) Remove the two fixed blocks of the refrigerator door and rotate them for 180° , and install them on the other side of the refrigerator.



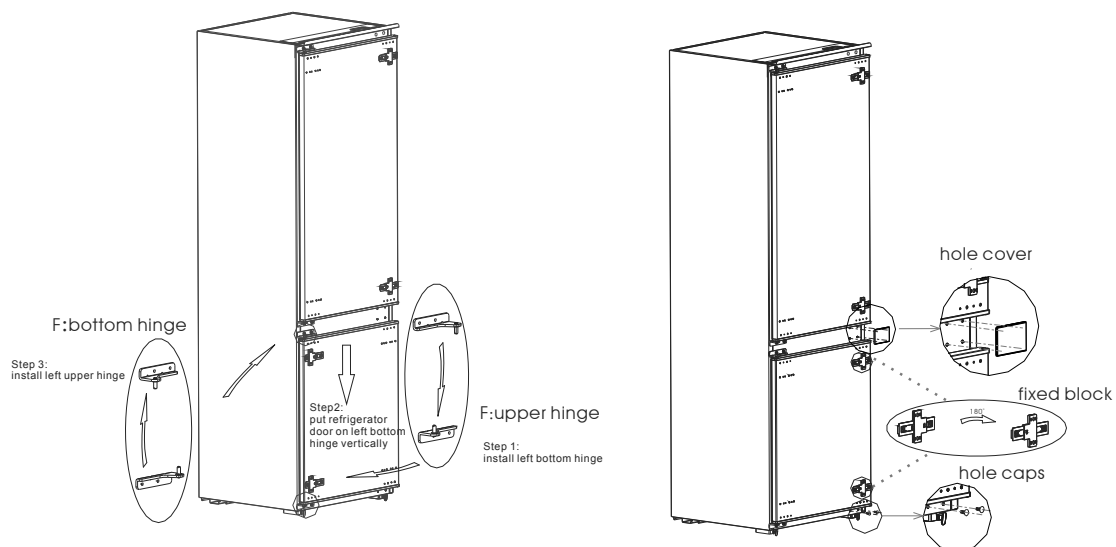
- 6) Remove the upper hinge of the freezer door.



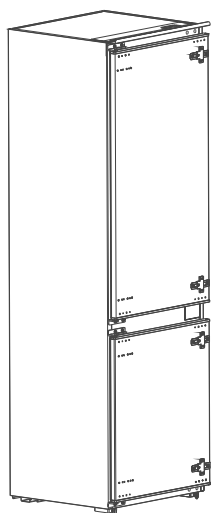
- 7) Remove the freezer door, the bottom hinge and the hole caps.



- 8) Exchange the F:bottom hinge and F:upper hinge, then install them according to below steps, and install the top hole cover and lower hole caps.
- 9) Remove the two fixed blocks of the freezer door and rotate them 180 degrees, then install them on the other side of the freezer door.



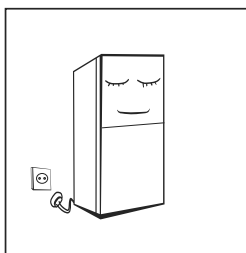
- 10) Appliance after completion as below



## 2.5 Changing the Light

Any replacement or maintenance of the LED lamps is intended to be made by the manufacturer, its service agent or similarly qualified person.

## 2.6 Starting the refrigerator



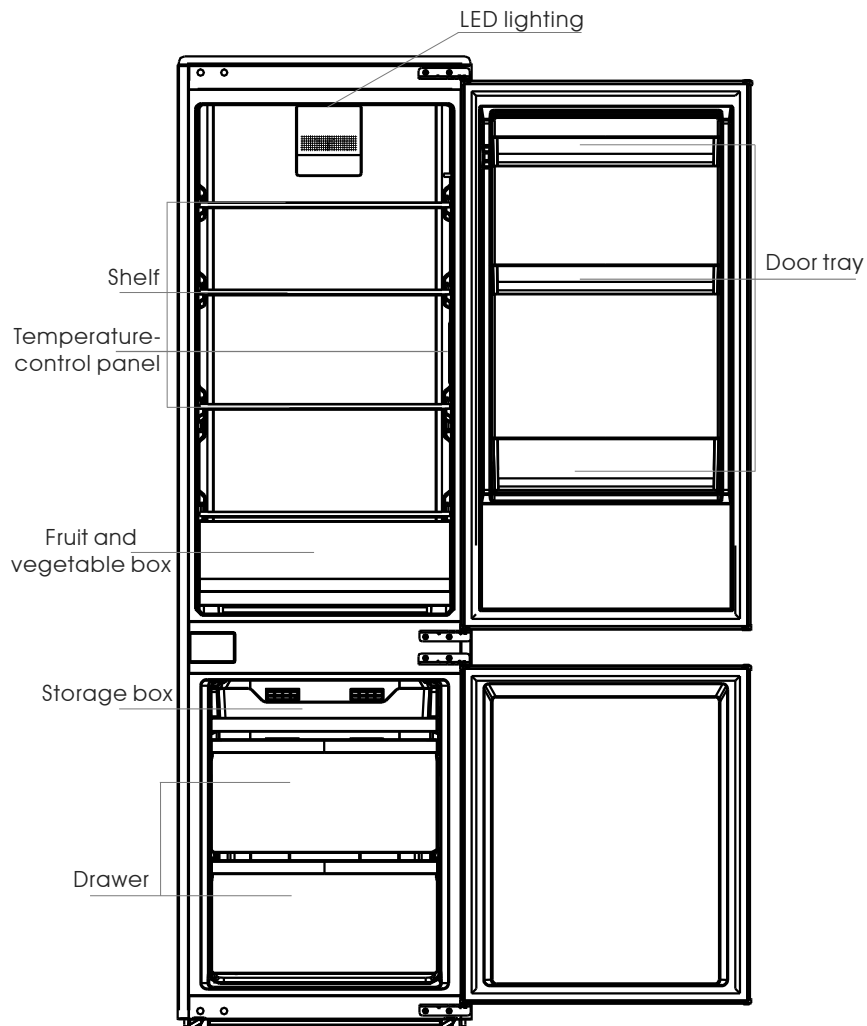
- Before initial start, keep the refrigerator stationary for half an hour before connecting it to the power supply.
- Before putting any fresh or frozen foods inside, the refrigerator should be run empty for 2–3 hours, or for at least 4 hours in summer when the ambient temperature is high.

## 2.7 Energy saving tips

- The appliance should be located in the coolest area of the room, away from heat producing appliances or heating ducts, and out of direct sunlight.
- Let hot foods cool to room temperature before placing in the appliance. Overloading the appliance forces the compressor to run longer. Foods that freeze too slowly may lose quality, or spoil.
- Be sure to wrap foods properly, and wipe containers dry before placing them in the appliance. This cuts down on frost build-up inside the appliance.
- The appliance storage bin should not be lined with aluminum foil, wax paper, or paper toweling. Liners interfere with cold air circulation, making the appliance less efficient.
- Organize and label food to reduce the time doors are open and extended searches for items.  
Remove as many items as needed at one time, and close the door as soon as possible.

### 3 Structure and functions

#### 3.1 Key components



#### Refrigerator compartment

- The refrigerator compartment is suitable for storage of a variety of fruits, vegetables, beverages and other food to be consumed in the short term.
- Cooked foods should not be put in the refrigerator compartment until cooled to room temperature.
- It is recommended that foods be sealed up before putting into the refrigerator.
- The glass shelves can be adjusted up or down for varied storage space and easy use.

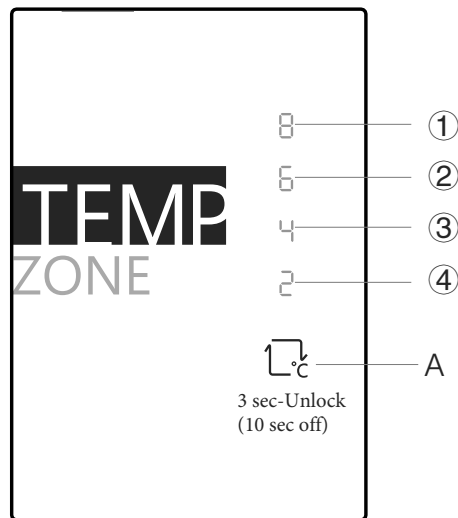
#### Freezer compartment

- The low temperature freezer compartment may keep food fresh for a long time and it is mainly used to store frozen foods and make ice.
- The freezer compartment is suitable for storage of meat, fish, rice balls and other foods not to be consumed in the short term.
- It is recommended that large pieces of meat be divided into smaller pieces for easy access and use. Please note that food should be consumed within the shelf time recommended.

Note: Storage of too much food after the initial connection to power may adversely affect the freezing action of the appliance. Foods stored should not block the air outlet, otherwise the freezer may not perform efficiently.



## 3.2 Functions



### 1) Key

A. Temperature setting button of refrigerator compartment

### 2) Display screen

- ① setting 1: 8°C
- ② setting 2: 6°C
- ③ setting 3: 4°C
- ④ setting 4: 2°C

### 3) Display

Once initially powered on, the display screen is on full display for 3 seconds and then the refrigerator runs according to setting 3.

Normal operation display

In case of a failure, the corresponding LED blinks.

In case of no failures, it shows the actual temperature setting of refrigerator.

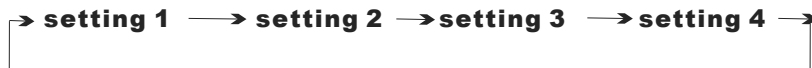
Fault Code	Fault Description
indicator setting 1	Refrigerator temperature sensor circuit
indicator setting 2	Refrigerator defrost sensor
indicator setting 3	Freezer defrost sensor
indicator setting 4	Ambient temperature sensor

### 4) Temperature setting

Each time the temperature setting button A is pressed once, the temperature setting changes once.

After the temperature setting has been completed, the refrigerator will run according to the set value after 30 sec.

The shift regulation is:



Cooling temperature setting range (Temperature tolerance  $\leq 2^{\circ}\text{C}$ )

COMPARTMENT	Highest temperature °C	Lowest temperature °C
Freezer	-14	-24
Refrigerator	10	0

### 5) Lock/Unlock

When the temperature control panel is in the locked state, press and hold the temperature setting key for 3 seconds to unlock the panel. All LEDs will blink for 2 seconds when panel is unlocked. When the temperature control panel is in the unlocked state, it will lock automatically if there is no operation on the control panel within 30 seconds.

### 6) Power off/on function

1. Powering off - with the temperature control panel in the unlocked state [see 5) Lock/Unlock] press the temperature setting key for 10 seconds. When the display and control are all off, release the key. After 30 seconds the refrigerator or will enter the power off function mode, all loads are off and the display and control are in power off mode.

2. Powering on - in power off mode press the temperature setting key to exit the power off mode and the refrigerator will return to normal control.

## 4 Maintenance and care of the refrigerator

### 4.1 Overall cleaning

- Dust behind the refrigerator and on the ground should be regularly cleaned to improve efficiency and energy savings. The interior of the refrigerator should be cleaned regularly to avoid odours. Soft towels or a sponge dipped in water and non-corrosive neutral detergent are suggested for cleaning. The freezer should be cleaned with clean water and a dry cloth. Open the door for natural drying before the power is turned on.
- Do not use hard brushes, stainless steel scourers, wire brushes, abrasives (such as toothpaste), organic solvents (such as alcohol, acetone, banana oil, etc.), boiling water, acid or alkaline items to clean the refrigerator as this may damage the fridge surface and interior.
- Do not rinse with water as this may affect the electrical insulation properties.

⚠ Unplug the refrigerator prior to defrosting and cleaning.



### 4.2 Defrosting

- The refrigerator has an automatic defrosting function. Frost formed due to change of season or unusual temperatures may be manually removed by disconnecting the appliance from the power supply and wiping with a dry towel.

### 4.3 Out of service

- Power failure: In case of power failure, even if it is in summer, food inside the appliance can be kept for several hours. For the duration of the power failure, the doors should be opened as little as possible and no fresh food should be put into the appliance.
- Long-time non-use: The appliance should be unplugged and then cleaned. Doors should be left open to prevent odours.
- Moving: Before the refrigerator is moved, take out all the objects inside, fix the glass partitions, vegetable container, freezer compartment drawers etc. with tape, and tighten the leveling feet. Close the doors and seal them with tape. Whilst being moved, the appliance should not be laid upside down or horizontally, or be vibrated. The inclination during movement should be no more than 45°.

⚠ The appliance should run continuously once it is turned on. Generally, the operation of the appliance should not be interrupted, otherwise the service life may be impaired.

## 5 Trouble shooting

5.1 Simple issues may be solved by following the steps below. If this does not rectify the problem please contact our Support Centre (see back cover for contact details).

Failed operation	<p>Check whether the appliance is connected to power or whether the plug is firmly in the socket.</p> <p>Check whether the voltage is too low.</p> <p>Check whether there is a power failure or partial circuits have tripped.</p>
Odour	<p>Odorous foods should be tightly wrapped/placed in airtight containers.</p> <p>Check whether there is any out of date or spoiled food.</p> <p>Clean the inside of the refrigerator.</p>
Compressor operating for a long time	<p>Longer operation of the compressor is normal in summer when the ambient temperature is high.</p> <p>There may be too much food in the appliance at the same time.</p> <p>Food should be cooled before being put into the appliance.</p> <p>The doors are opened too frequently.</p>
Light does not operate	<p>Check whether the refrigerator is connected to power supply.</p> <p>Check whether the LED appears to be damaged.</p> <p>Have the LED replaced by a qualified technician.</p>
Doors do not close properly	<p>Food packages or containers may be obstructing the door.</p> <p>The refrigerator is tilted.</p>
Loud noise	<p>Check whether the floor is level and whether the refrigerator is stable.</p> <p>Check whether accessories are placed at proper locations.</p>
Door seal fails to be tight	<p>Remove foreign matters on the door seal.</p> <p>Disconnect appliance from power supply then heat the door seal then cool it for restoration (or blow it with an electrical dryer or use a hot towel for heating).</p>
Water pan overflows	<p>There is too much food in the compartment or food stored contains too much water, resulting in heavy defrosting.</p> <p>The doors are not closed properly, resulting in frosting due to entry of air and increased water due to defrosting.</p>
Hot housing	<p>Heat dissipation of the built-in condenser via the housing, which is normal.</p> <p>When housing becomes hot due to high ambient temperature and storage of too much food, it is recommended to provide more ventilation to facilitate heat dissipation.</p>
Surface condensation	<p>Condensation on the exterior surface and door seals of the refrigerator is normal when the ambient humidity is too high - wipe the condensate with a clean towel.</p>
Abnormal noise	<p>Buzz: The compressor may produce buzzing sounds during operation which are loud particularly upon start or stop. This is normal.</p> <p>Creak: Refrigerant flowing inside of the appliance may produce creaking sounds which is normal.</p>

## 6 Parameters

### 6.1 Technical parameters

Model	CRZ25511
Refrigerator Storage Volume	182L
Freezer Storage Volume	59L
Rated Defrost Power	180W
Energy Consumption	432kWh/year
Energy consumption <u>432</u> kWh per year , based on standard test results for 24 hours.	
Group	5B
Star Rating	2
Compressor	TX1113Y
Defrosting Type	No frost
Climate Class	T
This appliance is intended to be used at an ambient temperature between <u>10</u> °C and <u>43</u> °C.	
Airborne Acoustical Noise	41dB
Temperature Rise Time	/
Freezing Capacity	/
Rated Voltage	220-240V~
Rated Current	0.8A
Overall Dimension (H x W x D)	1785x540x545(mm)
Total Gross Volume(L)	266L
Total Storage Volume(L)	241L
Net Weight(kg)	56.5kg

## 7 Kleenmaid Warranty

### TERMS AND CONDITIONS

1. Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid will provide parts and labour to you the customer as set out herein.
2. Kleenmaid's Products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
3. The benefits given to you under this Kleenmaid Warranty are in addition to other rights and remedies to which you may be entitled under the Australian Consumer Law in relation to the Product to which this Kleenmaid Warranty relates. Subject to the conditions below, the Product is warranted by Kleenmaid and/or its agents to be free from defects in materials and workmanship for the Warranty Period for normal Domestic Use.
4. Product Identification: -
  - a. Kleenmaid reserves the right to reject claims for any services or work where you cannot produce for verification the serial number and a proof of purchase for the Product (including but not limited to the original invoice).
  - b. this Kleenmaid Warranty will be voided if the serial number for the Product cannot be verified. This is not intended to exclude, restrict or modify any right or remedy to which you may otherwise be entitled under the consumer guarantee provisions of the Australian Consumer Law.
  - c. in the event that a request for repair is made against this Kleenmaid Warranty where the serial number for the Product cannot be verified or you cannot produce for verification a proof of purchase for the Product (including but not limited to the original invoice), the repairer will not carry out any repairs on the Product and you will be charged a service call-out fee.
5. What is covered by this Kleenmaid Warranty: -
  - a. the Product is covered for faulty workmanship or parts that have failed under normal Domestic Use.
  - b. Kleenmaid and/or its agents will determine by objective testing if there are any defects in the Product and/or faulty workmanship.
  - c. this Kleenmaid Warranty is only applicable if repairs on Products are carried out within Mainland Australia.
  - d. this Kleenmaid Warranty: -
    - i. covers a Product purchased as new, manufactured for use in Mainland Australia;
    - ii. commences from the date of delivery of the Product;
    - iii. provides for the labour and replacement parts necessary to maintain the Product in good operating condition as specified in this Kleenmaid Warranty, however, if repair is needed because of Product failure during normal Domestic Use, Kleenmaid has the option to repair or replace the defective Product or part of the Product with a product or part of like kind and quality. A replacement part may be new or reconditioned of like kind and quality and may cost less than the original Product purchased and no charges or refunds will be made based on the replacement product or part cost difference; and
    - iv. is only applicable when the Product is used and operated in accordance with the Manufacturer's instructions.
6. What is not Covered by this Kleenmaid Warranty (excluded):-
  - a. any damage or failure to or of the Product or part of the Product:
    - i. due to the Product being inadequately serviced to manufacturer's recommendations;
    - ii. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built-up, or of in any part of the Product;
    - iii. resulting from excessive use but fair wear and tear is excepted;
    - iv. resulting from poor installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, cabling, antennae or due to incompatibility of connected equipment;
    - v. caused by overheating as a result of sitting or positioning of the Product, where there is no provision for adequate ventilation or adequate protection from excessive dust;
    - vi. if the Product has been dismantled, repaired or serviced by any person other than someone authorised by Kleenmaid or its agents or representatives;
    - vii. caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;
    - viii. if the Product is dropped, collision of the Product with another object, use for which the Product is not designed, damage to the Product caused by your own negligence, accidental or deliberate misuse of the Product by you, theft, abuse, vandalism, flood, fire, earthquake, electrical storms or any other act of God or any war related events; or
    - ix. due to the introduction of abnormal heat loads to the Product;
  - b. costs of attendance and testing where no fault or defect covered by the terms of this Kleenmaid Warranty is identified in the Product;
  - c. initial setup and installation of the Product;
  - d. normal maintenance costs and costs incurred through the installation of items listed as requiring periodic replacement;
  - e. Products with removed or altered serial numbers;
  - f. broken or cracked glass other than transport damage to the initial point of delivery;
  - g. consumables such as but not limited to bulbs/globes, seals, filters, batteries and remote controls;
  - h. removal and reinstallation of an internal component not performed by an authorised Kleenmaid agent or representative or authorised service centre;
  - i. cosmetic or structural items; or
  - j. any failures due to interference from or with other products and/or sources.
7. This Kleenmaid Warranty ceases if: -
  - a. the Product ceases to carry the original manufacturer's serial number or is sold at an auction;
  - b. the Product is rented; or
  - c. there is failure to pay monies owing on invoices as a result of non-warranty work being carried out at the request of the end user as per point 16 below.
8. Neither Kleenmaid nor its representatives provide loan equipment under the terms of this Kleenmaid Warranty.
9. Any unauthorised access to the internal hardware of the Product will void this Kleenmaid Warranty.

10. Repair Notice: Products presented for repair may be replaced by refurbished Products of the same type rather than being repaired. Refurbished parts may be used to repair the Products.
11. Replacement items are "like for like" and is not "new for old" and does not indicate in any way that a faulty Product will be replaced with a new part or unit. "Like for like" may either be a quality checked, refurbished or reconditioned unit of the same or later batch of model/size/specifications
12. The cost of making a claim under this Kleenmaid Warranty is not covered by Kleenmaid, including any costs of transportation or travel expenses between your home and your nearest authorised service agent.
13. Kleenmaid accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the Product to an authorised service centre, you must ensure that it is securely packed and insured.
14. On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and warranty response times may extend beyond the standard response times due to the unavailability of repairers and parts.
15. For any repair performed on a Product under this Kleenmaid Warranty where no fault can be found, or the item is deemed by Kleenmaid or an authorised agent, to be not faulty under this Kleenmaid Warranty, or the repair or fault is not covered under this Kleenmaid Warranty, a 'No Fault Found' fee is payable by you. Kleenmaid will advise you of this cost and seek your agreement to pay such costs before commencing such repairs.
16. Any repairs or services required that are outside the terms and conditions of this Kleenmaid Warranty can be carried out at your request at your cost (including where the Product has not been installed or set up correctly). Kleenmaid will always advise you of this cost and seek your agreement to pay such costs before commencing such repairs. A credit card may be required prior to the commencement of such services.
17. Extra charges will be payable by the customer should the Product not be readily accessible without special equipment, such as but not limited to cranes and lifts or should the Product be installed in a position that service access is blocked and/or repair work is not possible without uninstalling the Product to gain access.
18. You, the customer, may be entitled to purchase an extended warranty in respect of the Product. Any extended warranty will not be issued by Kleenmaid but by a third party. Any extended warranty services will be provided directly by the third party as principal and not as agent for Kleenmaid, under their extended warranty terms and conditions and not under this Kleenmaid Warranty.
19. To make a claim under this Kleenmaid Warranty, please have your proof of purchase and the serial number of the Product ready and call (02) 9310 1207 during business hours.
20. This Kleenmaid Warranty is given by:  
 Name: Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid  
 Business address: Level 2, Suite 3, 204 Botany Rd, Alexandria NSW Australia 2015  
 Telephone: (02) 9310 1207
21. Definitions:
  - a. **Australian Consumer Law** means the *Competition and Consumer Act 2010* (Cth).
  - b. **Domestic Use** means use of the Product for personal, domestic or household purposes.
  - c. **Kleenmaid** means Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid.
  - d. **Mainland Australia** means the following States and Territories of Australia: New South Wales, Victoria, South Australia, Western Australia, Queensland, Tasmania, Northern Territory, Australian Capital Territory.
  - e. **Product** means the appliance sold by Kleenmaid to you as evidenced by the original purchase invoice.
  - f. **Warranty Period** means the period of 60 months for domestic use, 12 months for non-domestic use or such alternative period as may be specified.

**UPDATE NOTICE:** This Kleenmaid Warranty is current as at 1 January 2019 but is subject to variation from time to time. For the latest version of the Kleenmaid Warranty, please see our website <http://www.kleenmaid-appliances.com.au/support/your-kleenmaid-warranty> or phone us on (02) 9310 1207.

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## Other products available in the Kleenmaid range of appliances

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- | Washing machines
- | Clothes dryers
- | Dishwashers
- | Ovens
- | Cooktops
- | Steam ovens
- | Microwave ovens
- | Built in espresso coffee machines
- | Rangehoods
- | Freestanding ovens
- | Refrigerators & Freezers
- | Beverage Serving Cabinets
- | Water Dispensers
- | Vacuum Cleaners

Compass Capital Services Pty Limited  
trading as Kleenmaid  
ABN 96138214525

Level 2, 204 Botany Road Alexandria  
NSW 2015



Register your Kleenmaid  
Appliances Warranty  
[www.kleenmaidwarranty.com.au](http://www.kleenmaidwarranty.com.au)



Request a Warranty Service  
[www.kleenmaidwarranty.com.au](http://www.kleenmaidwarranty.com.au)

E: [support@kleenmaid.com.au](mailto:support@kleenmaid.com.au)  
Please download the current User Manual for this  
appliance at [www.kleenmaid.com.au](http://www.kleenmaid.com.au)

# **KLEENmaid**